

Division of Workforce Development

P.O. Box 1087
421 East Dunklin Street
Jefferson City, MO 65102-1087
(573) 751-3999
Fax (573) 751-4088

Tom Jones
Director

December 19, 2000

DWD Issuance 16-99 (Change 2)

Subject: Technical Assistance Guidance on Complaint and Grievance Procedures

1. Purpose: To update and transmit DWD Technical Assistance Guidance on the subject of Complaint and Grievance Procedures.
2. Substance: Attached hereto is the Division of Workforce Developments recommendations regarding local area Complaint and Grievance Procedures of the Workforce Investment Act of 1998; Final Rule.
3. Action: All local areas should update existing Complaint and Grievance Procedures using the attached information.
4. Contact: If you have questions regarding this issuance, please contact Juanita J. Davis, EO Officer/Designated Principal Assistant, (573) 751-3193.
5. Cross/
Historical: DWD Issuance 16-99 (change 1); Workforce Investment Act

Tom Jones, Director

TJ/JJD/dw

Attachment

cc: John Cope
Assistant Directors
DWD Managers

Complaint and Grievance Procedures

A. Compliance with complaint procedures

The state EO Officer is responsible for ensuring that recipients comply with the following complaint procedure. A recipient included, but is not limited to:

1. State-level agencies that administer or are financed in whole or part with WIA Title I funds.
2. State Employment Security Agencies.
3. State and local Workforce Investment Boards.
4. LWIA Grant recipients.
5. One-Stop Operators.
6. Service providers to include training providers
7. On-the Job Training (OJT) employers.
8. Job Corps contractors and center operators, excluding the operators of federally operated Job Corps centers.
9. Job Corps national training contractors.
10. Outreach and admissions agencies, including Job Corps contractors that perform these functions.
11. Placement agencies, including Job Corps contractors that perform these functions.
12. One-Stop partners to the extent that they participate in the One-Stop delivery system.

B. Filing a Complaint

Any person who believes that he, or any specific class of individuals, has been or is being subjected to discrimination (based on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity) may file a written complaint or have a representative file a written complaint.

The complaint may be filed with the state or local EO Officer or the Director of the Civil Rights Center (CRC). The complaint should be filed within 180 days of the alleged discrimination. If good cause is shown, the Director may extend the filing time.

Both the complainant and respondent have the right to be represented by an attorney or other individual of choice during the complaint process.